

# SNHPC's Age-Friendly Program

Designing  
communities  
for all ages



And Abilities

**Funded by:** Tufts Health  
Plan Foundation

**Contributions:** AARP &  
NH DOT

**Collaboration:** Alliance for  
Healthy Aging, MRACOA,  
EngAGING NH, NHSCOA,  
SNHU, InTown Manchester,  
and SNHPC Communities

# ***Project Considerations***

***How are our communities preparing to serve the needs for the growing senior population?***



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# ***Project Considerations***

***How can our region attract young adults?***



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# ***Project Considerations***

***Do resident seniors/millennials know about the programs, services, and age-friendly businesses within their community and their region?***



# ***Project Considerations***

***Are there synergies  
and opportunities  
between these two  
populations?***



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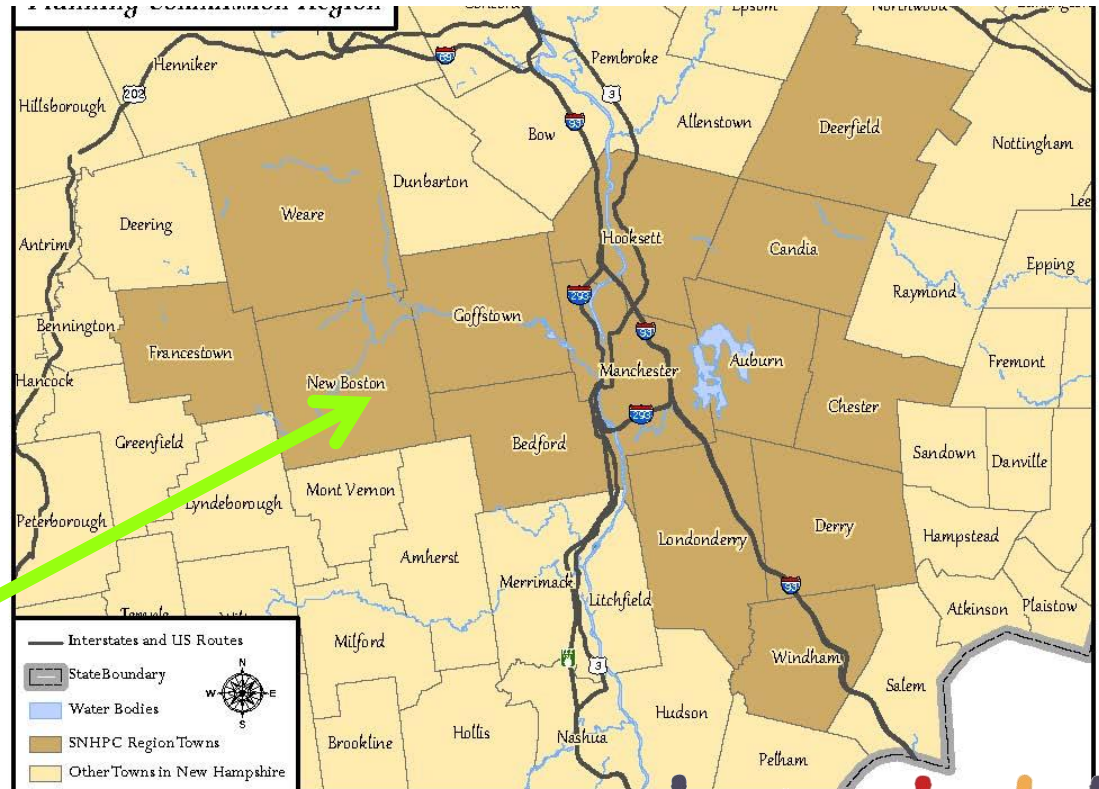
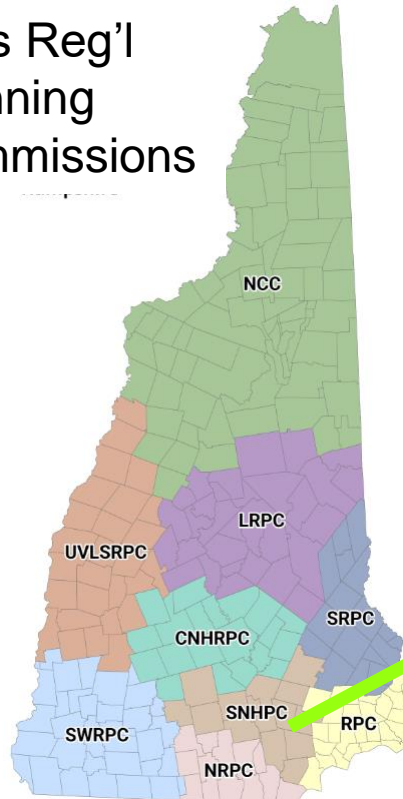
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# *Project Considerations*

*How can our region better unite to create collective solutions?*

NH's Reg'l  
Planning  
Commissions



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# ***SNHPC's Age-Friendly Program Overview***

## **Phase I: Community Assessments (July '16-June '17)**

- Review of town assets, opportunities and roadblocks focused on community infrastructure and programming for Millennials + Seniors

## **Phase II: Pilot Programs (July '17- June '18)**

- Work with up to 3 SNHPC communities and 10 Businesses to utilize their assessment to create an Age-Friendly Strategic Plan

## **Phase III: Pilots Cont. & Expand Scope (July '18- June '19)**

- Work with up to 3 more SNHPC communities on creating strategic plans and raise age-friendly awareness to other regional and statewide agencies



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# ***Phase I: Assessments and Surveys***

- **Community Conversations** – *Stakeholder input*
- **Resident Surveys** – *partnered with AARP and based questions on their 8 domains of livability*
- **Home-Building Industry Survey** - *partnered with Alliance for Healthy Aging*
- **Business Assessments** - *partnered with SNHU, InTown Manchester, and local business organizations*
- **Library Assessments** - *partnered with MRACOA and their “Mystery Shoppers”*



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# *Community Assessments – Conversation Focus Areas*

- ☐ **Housing: *Trends, Needs, Diversity, & Zoning***
- ☐ **Transportation: *Accessibility, & Connections***
- ☐ **Recreation & Engagement**
- ☐ **Businesses/ Economic Development**



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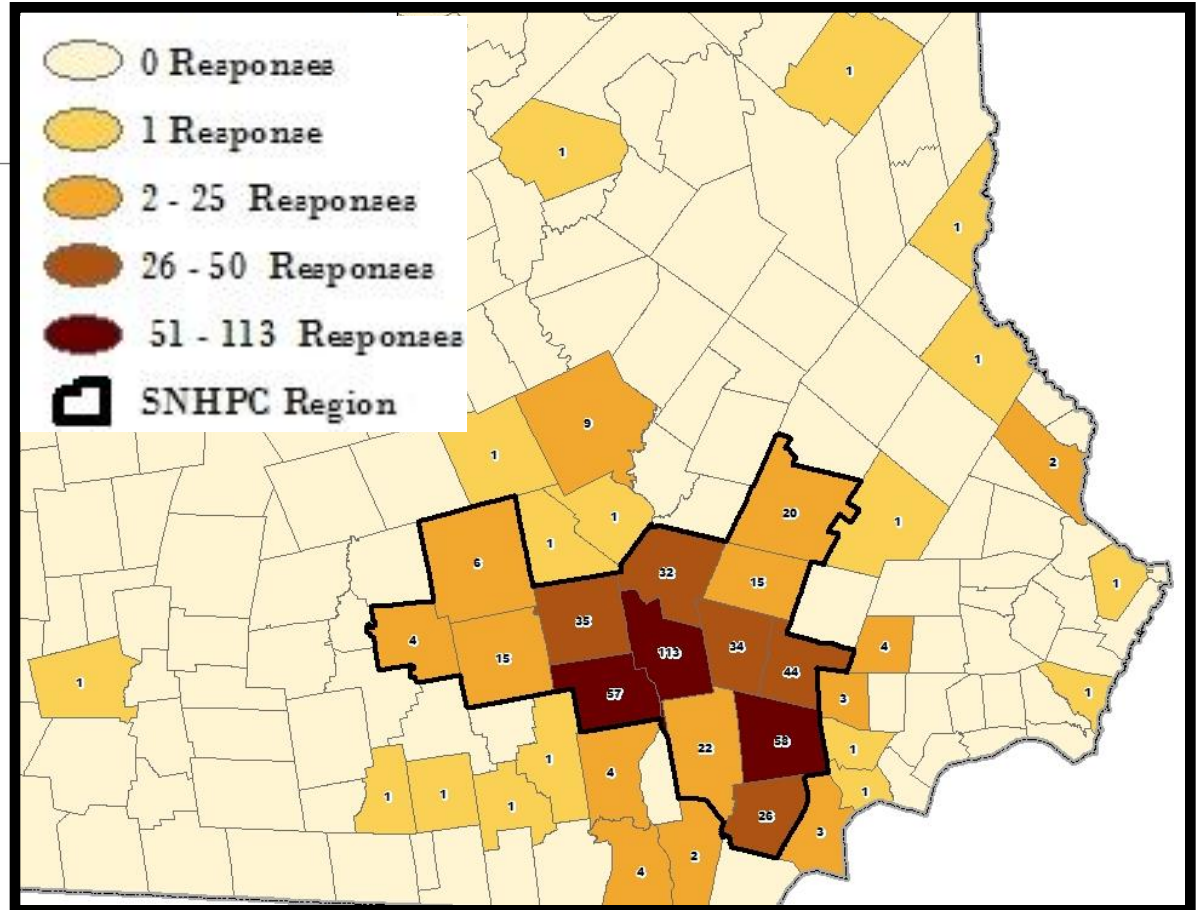
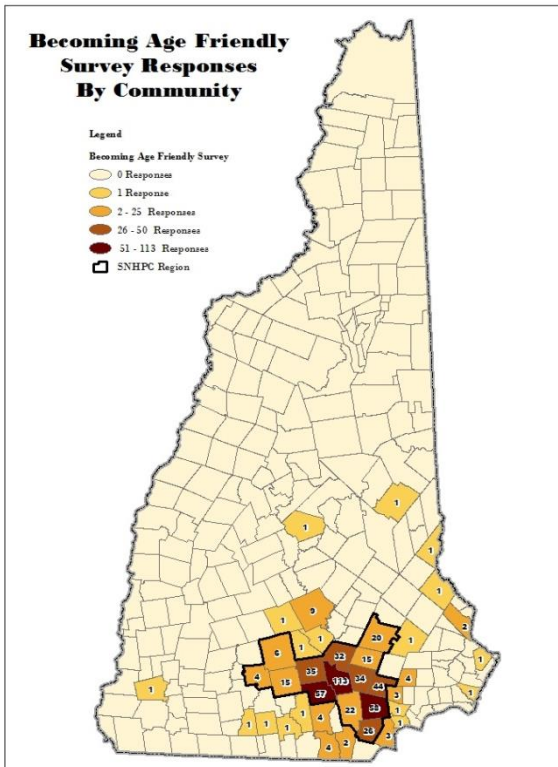
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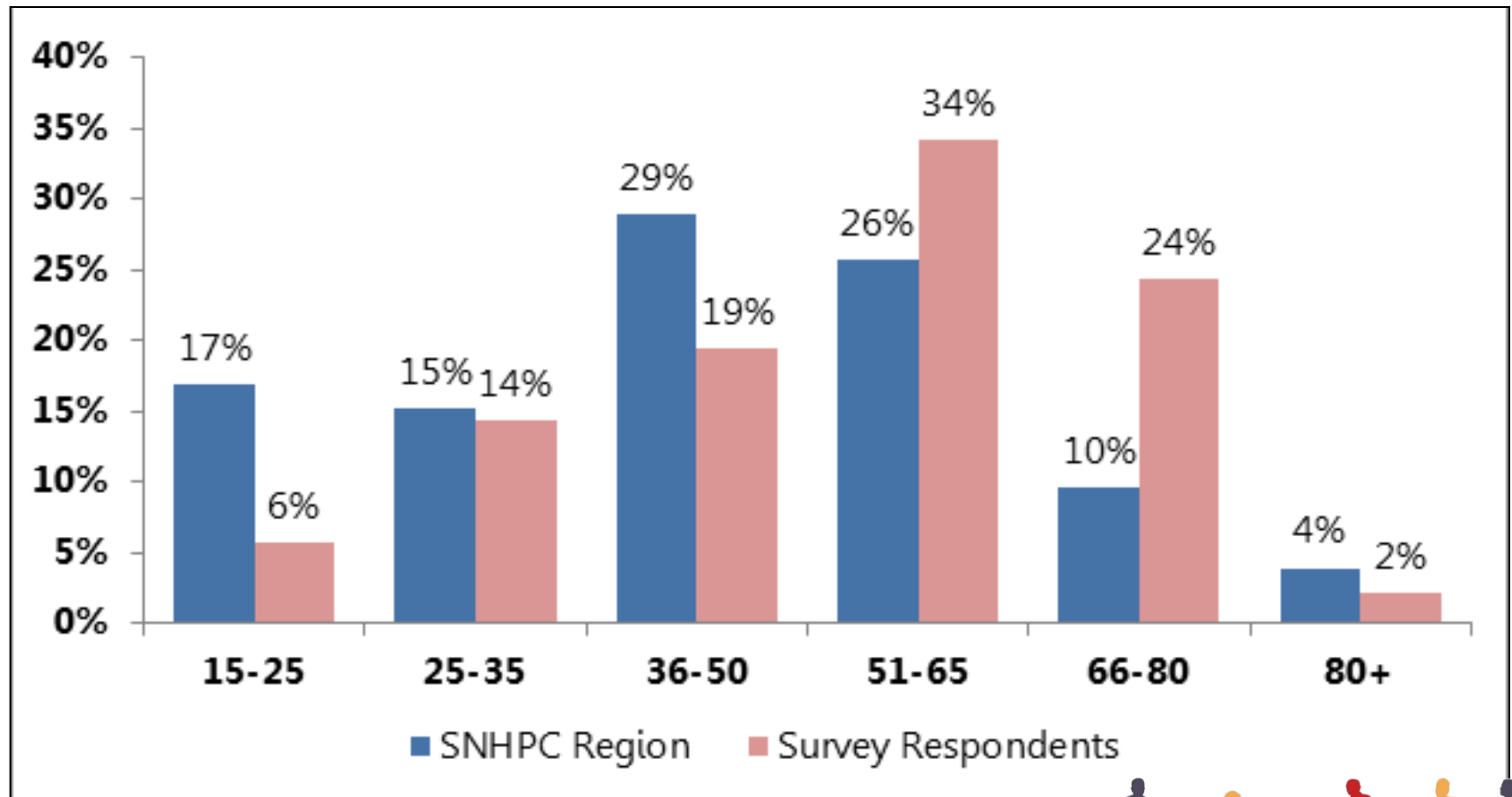


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# SNHPC Becoming Age-Friendly Background Info. Where do you live?



# *Background Information: What is your age?*



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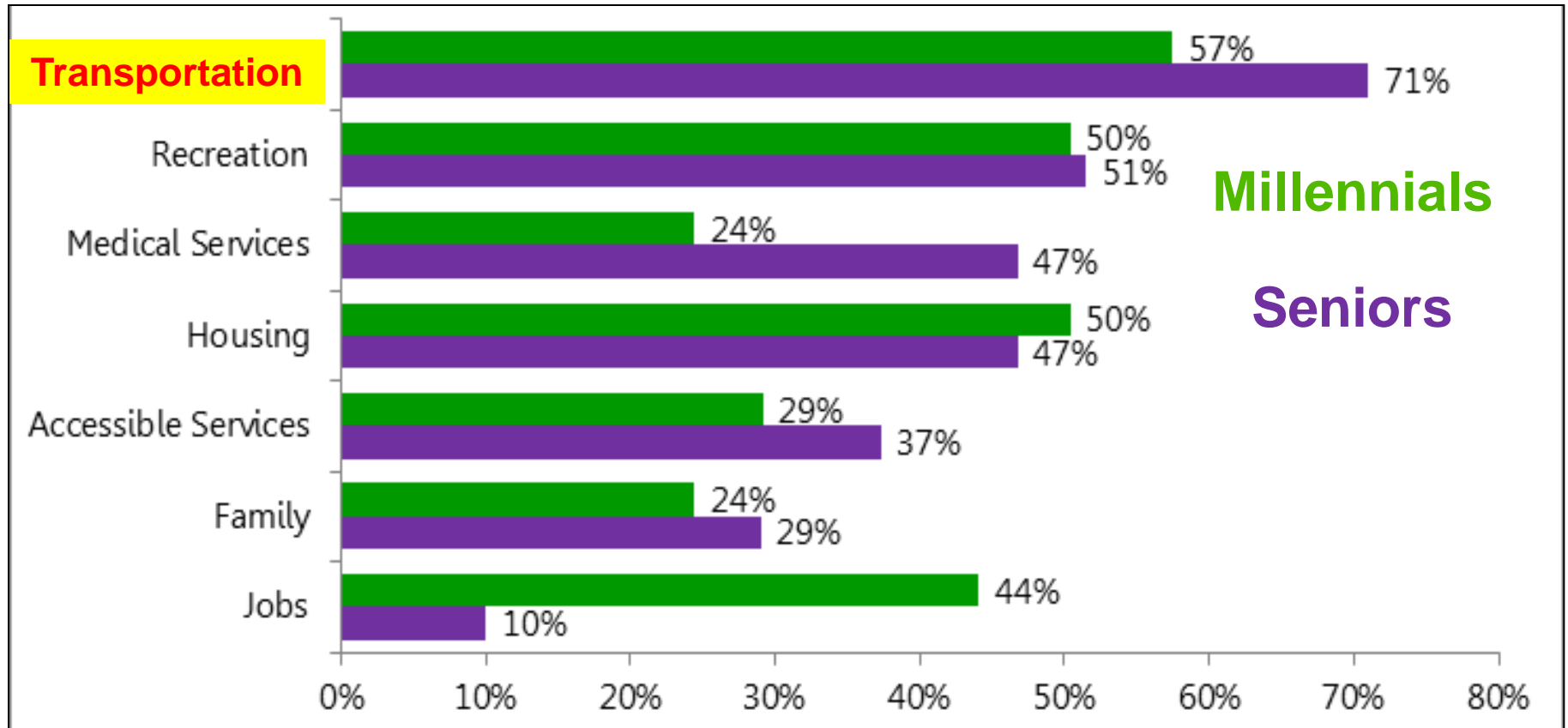


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# *What concerns you the most about aging in your community?*

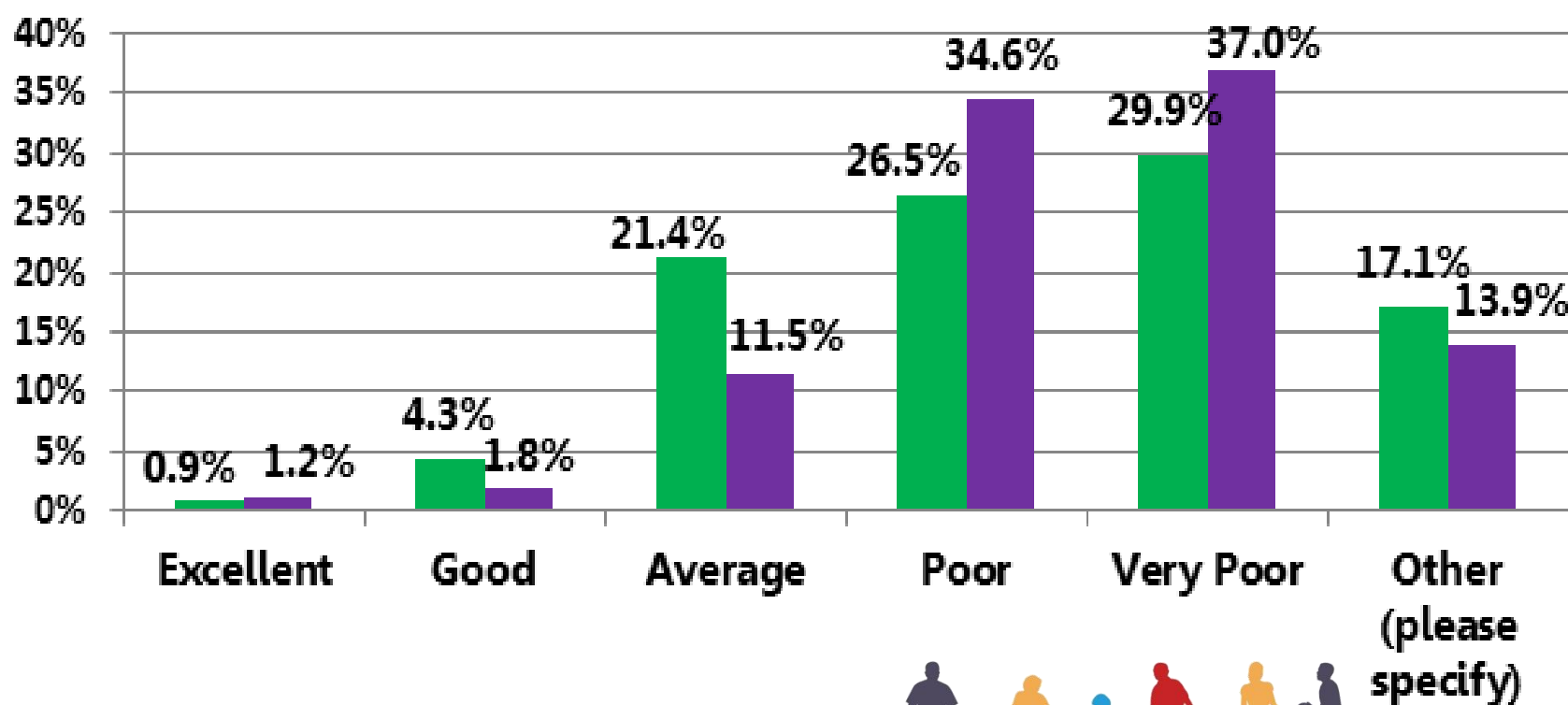


# *How would you rate your community's transportation options if you were unable to drive?*

***"If you don't drive, you can't exist in this town." – Most Communities***

**Millennials**

**Seniors**



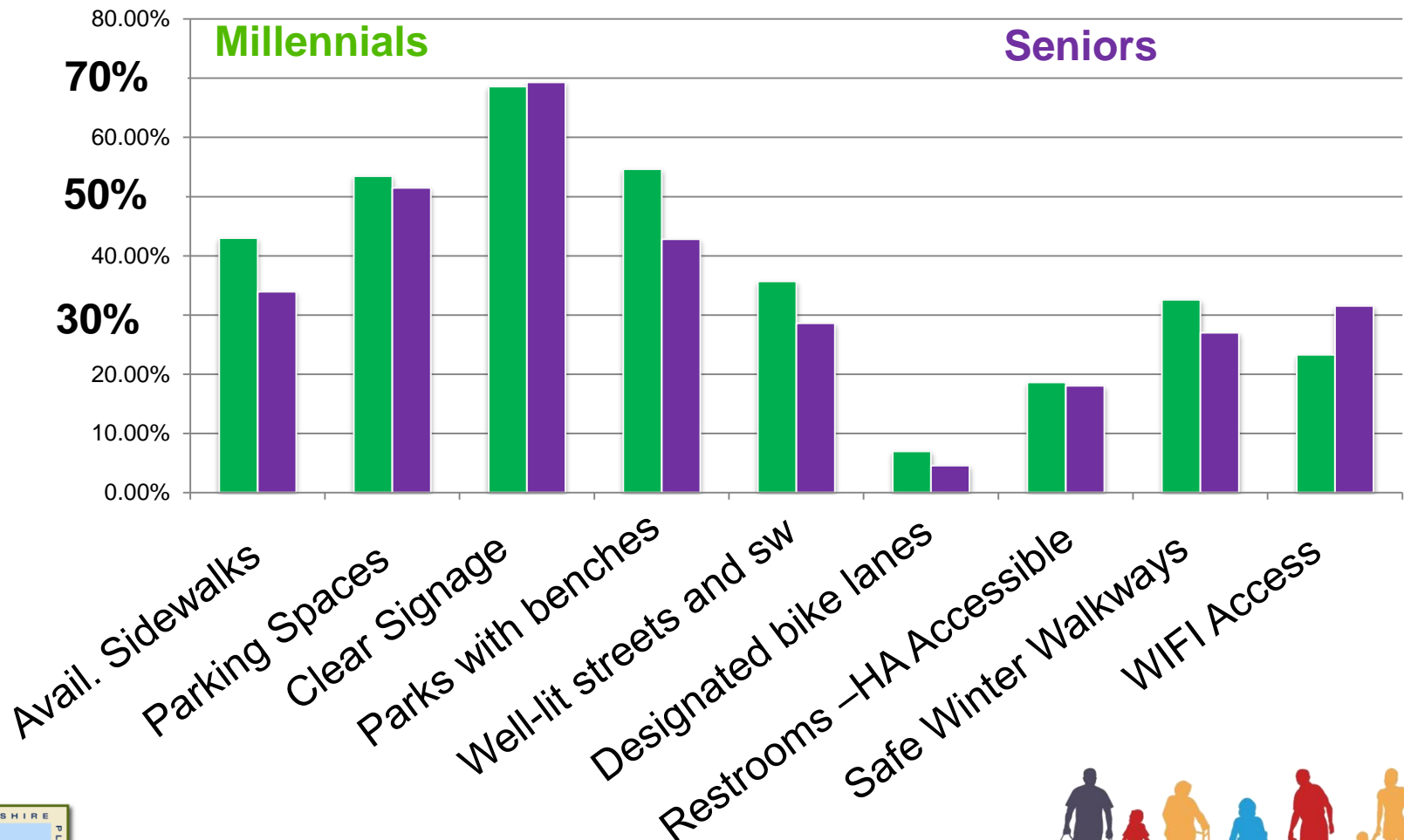
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# *Rate how satisfied you are regarding accessibility to public buildings and parks in your community*



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# *What Works Well Transportation Services*



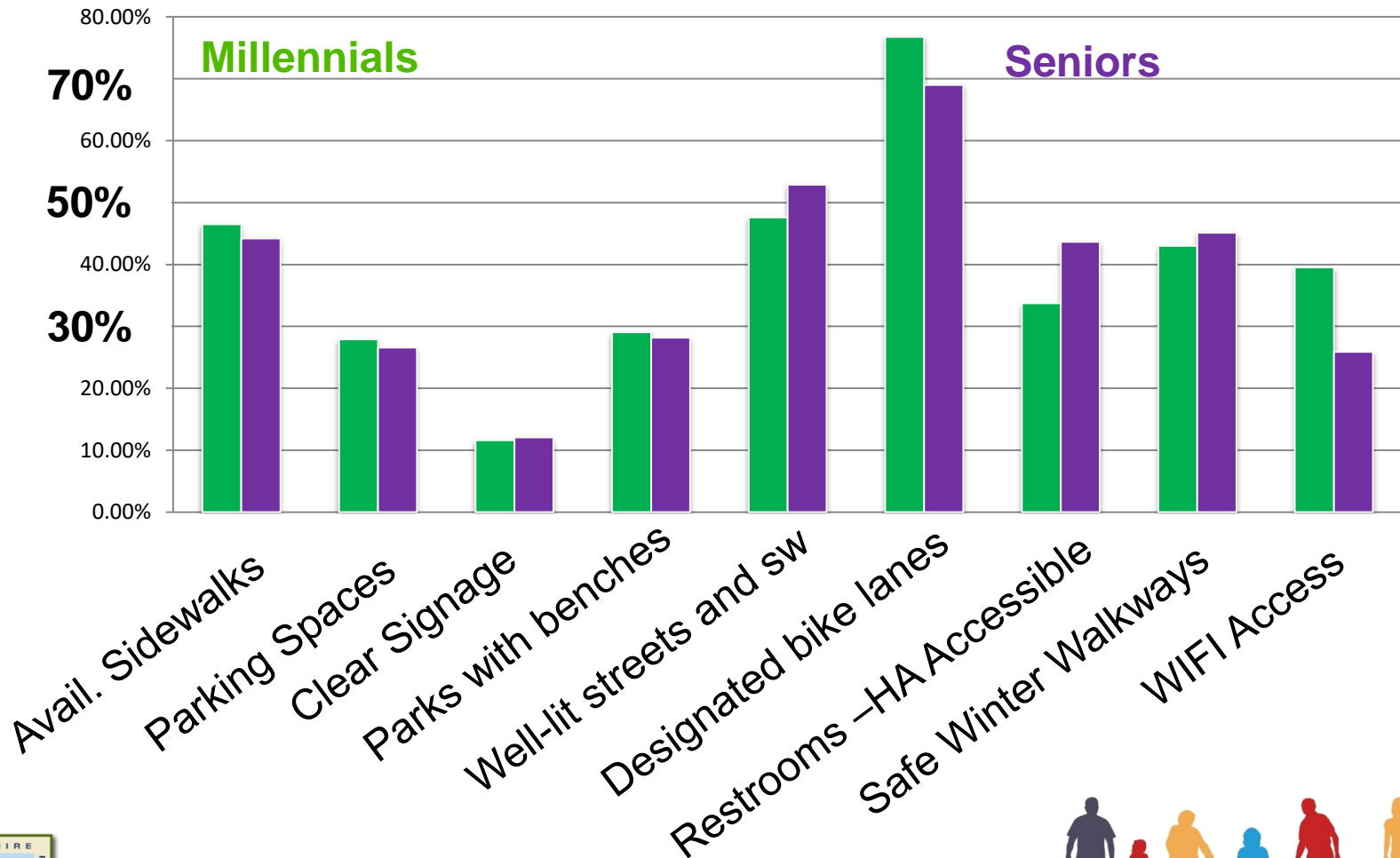
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# *Rate how dissatisfied you are regarding accessibility to public buildings and parks in your community*



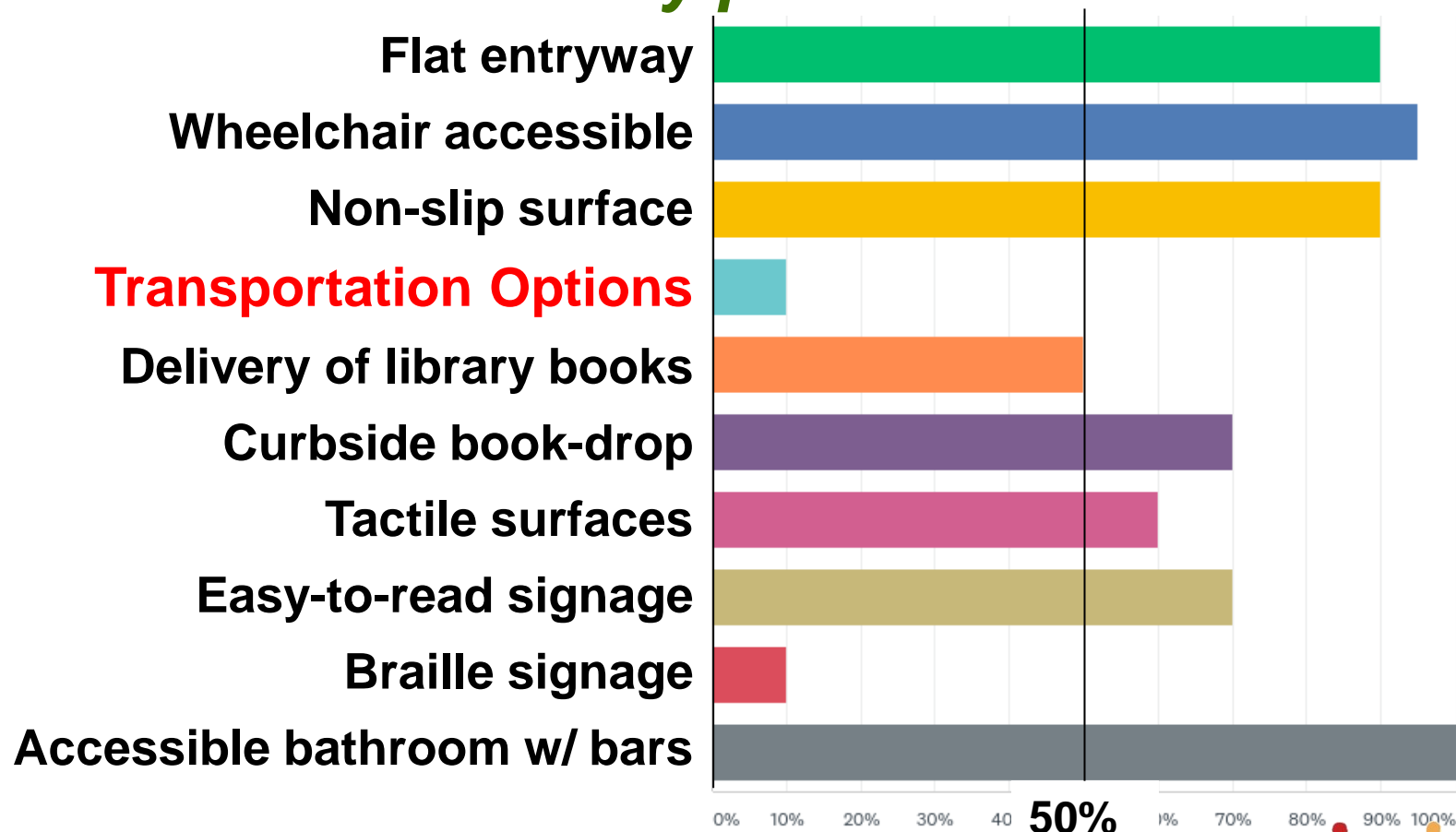
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# *Library Assessment – Which accessible features does the library provide?*



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# ***Community Pilot Projects***

- ☐ Focused Survey To Inform Planning Effort or Program
- ☐ Volunteer Driver Program
- ☐ Communications Strategy
- ☐ Assistance with Implementing Age-Friendly Project
- ☐ Identifying Zoning Ordinance Road Blocks
- ☐ Community Coordination for Transit Service Outreach
- ☐ Review of Capital Improvement Program



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# Pilot Program Communities

## Phase II

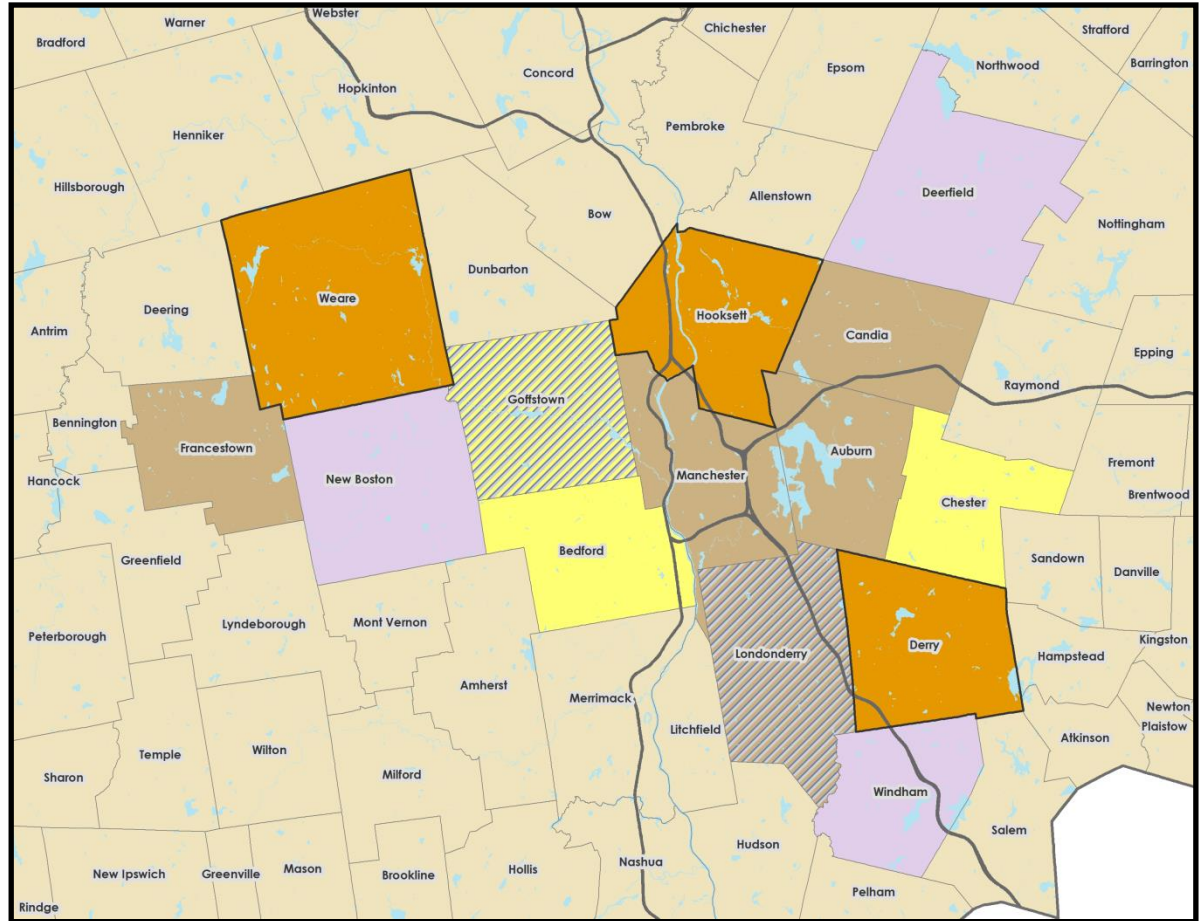
- ✓ Bedford
- ✓ Chester
- ✓ Goffstown

## Phase III

- ✓ Derry
- ✓ Hooksett
- ✓ Weare

## AF thru AARP

- ❖ Goffstown
- ❖ Londonderry



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# Goffstown – Pilot Example

## Build on Existing Transportation Options

- Expand existing transit shuttle service in town
  - Explore recreational transportation services within town and to Manchester/Bedford
- Continue to foster partnerships with town departments and community service organizations
  - Increase awareness of transportation needs



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# Goffstown – Pilot Program

## Transit Collaboration

Foster partnerships among Town Departments (Library, Parks and Rec, Manager, Planning) and YMCA, residents and local transit (Manchester Transit Authority - MTA)



### TRANSPORTATION FOR GOFFSTOWN RESIDENTS

**EXPLORE THE BUS AT OLD HOME DAY!**  
**FIND US OUT FRONT OF TOWN HALL.**

**General Information:**

- Make a reservation as early as 1 week prior, and no later than 24 hours prior
- Priority rides for age 62+ or disabled passengers
- Priority rides for medical appointments
- Rides available to all Goffstown Residents
- Connect with MTA Route #6 at Shaws Plaza for Manchester, Concord, and Nashua service
- All buses accessible for disabled passengers

**For Appointments:**

- Provide the address information for pickup & drop-off location
- Date & Time requested, will be provided with a 30-minute pick-up window
- May ride with a companion, or children please specify
- Passengers will need to provide the purpose of the ride

**Reservations call: 603.623.8801 opt. #1**

**FREE TRANSPORTATION**

For additional information contact  
**Laurie Makarawcz**  
Regional Service Coordinator  
603 792 5154



 Manchester Transit Authority | 110 Elm St. | Manchester, NH 03101 | 603.623.8801 | [www.mtibus.org](http://www.mtibus.org)



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# Goffstown Old Home Day – Pilot Program

Collaborating with  
community events,  
bringing the bus to  
residents



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# Phase II: Pilot Business Program Elements

- ❑ **Research:** Found examples of age-friendly businesses and communities endorsing age-friendly ideals
- ❑ **Outreach to Businesses:**
  - ❑ Invited businesses within SNHPC Region to take part in the SNHPC pilot program
  - ❑ Presented program at multiple venues including Londonderry/Derry Chamber
  - ❑ Conducted on-site business assessments
- ❑ **Created a model business age-friendly criteria checklist**, introducing the idea to stakeholders within region and state



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# SNHPC's Age-Friendly Business Criteria Checklist

- ☐ Design and Atmosphere
- ☐ Customer Service
- ☐ Products & Services
- ☐ Environmental  
Sustainability
- ☐ Employee Benefits



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# Design and Atmosphere

- ❑ Flat entry with easy-to-open doors
- ❑ Wide aisles throughout
- ❑ Easily accessible, universally-designed restroom open to all



# Let's Continue the Conversation



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